



**NOTICE TO NC MEDICAID DIRECT BENEFICIARY WHO MAY CHOOSE A HEALTH PLAN OR STAY IN NC
MEDICAID DIRECT
NC Medicaid 20220216 v1.0**

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

February 1, 2022

Dear Patricia A. Jones:

You have choices

The people below now have NC Medicaid Direct. You can change the way you get health care services at any time.

If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health care option / Start date / Phone number	PCP / Address / Phone number
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct February 1, 2022 1-888-245-0179	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

If you want to stay in NC Medicaid Direct, you do not have to do anything.

NC Medicaid Direct offers certain services for a mental health disorder, substance use disorder, developmental disability or traumatic brain injury. NC Medicaid Direct includes care coordination from Local Management Entity-Managed Care Organizations (LME-MCOs).

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

Do you want to choose a health plan?

You can choose a health plan at any time. To learn about the health plans and the services they offer:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.

To choose a health plan:

- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com)
- Send the enrollment form that came with this letter.

If you change your health plan, the new health plan will start the first day of the next month

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 5 p.m., Monday through Saturday. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team